

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:
Case: 06-0533

ORIGINAL

Regarding a complaint by (Person making the complaint): WILLIAM WESTVEER - AFD INDUSTRIES

Against (Utility name): PEOPLE'S ENERGY Gas Light & Coke Company

As to (Reason for complaint) BILLING ERRORS & METER PROBLEMS

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1440 E 97TH PLACE, CHICAGO, IL 60628

The service address that I am complaining about is 1400 E 97TH PLACE, CHICAGO, IL 60628

My home telephone is [414] 708-7181

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 221-3605 ^{SAME OR} ASK FOR STEVE DUENNING

(Full name of utility company) PEOPLES ENERGY (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

6-4-04 TILL 2-9-05 (OLD METER) WE STARTED USING THE NEW SPACE ON THIS METER ON 6-4-04. DURING THESE 8 MONTHS WE DID NOT USE ANY GAS. THE SPACE WAS MAINTAINED "COLD" TO STORE PARISHABLE RAW MATERIAL. WE LATER FOUND THIS METER ALSO SERVED A SPACE USED BY SOLO CUP COMPANY. ON 6-4-04 A LARGER METER WAS INSTALLED TO SUPPORT OUR DRYING EQUIPMENT THAT COULD NOT BE RUN ON THE "OLD" METER. THERE WERE NUMEROUS INVOLVING ISSUES THAT WE PROACTIVELY PURSUED WITH PEOPLES ENERGY, STARTING IN FEB 04 AND CONTINUING UNTIL THE END OF THE YEAR. ONCE THE NEW METER WAS INSTALLED WE "FIRED" OUR 1ST OVEN/DRYER ON JULY 6 THE SECOND OVEN/DRYER WAS IMPLEMENTED AND ON 11/105 THE THIRD OVEN/DRYER WAS IMPLEMENTED. BASED ON OUR KNOWLEDGE OF GAS USAGE THESE MAY HAVE USED A MAXIMUM OF 110,000 THERMS DURING THIS TIME. PEOPLES CALCULATIONS AGREED BUT THEY INSISTED ON BILLING PER Please clearly state what you want the Commission to do in this case. THE METER ALSO, THERE WAS ANOTHER USER ON THE METER.

THE COMMISSION WILL FIND THAT WE DID NOT USE THE QUANTITY THAT PEOPLES CLAIMS & THERE WERE SUBSTANTIAL METER ERRORS.

Date: 7/18/06
(Month, day, year)

Complainant's Signature

[Signature]

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, *William H. Westveen*, first being duly sworn, say that I have read the above petition and know what it says.

The contents of this petition are true to the best of my knowledge.

(Signature)

William H. Westveen

Subscribed and sworn/affirmed to before me on (month, day, year) July 21, 2006

Notary Public, Illinois Wisconsin

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.